

JARVIS CISR Module - Guidance for Providers

The Crisis Intervention, Stabilization, and Reunification (CISR) Module can be accessed at https://secureapp.dhs.state.ia.us/cwis_jarvis/ via Google Chrome or Firefox browsers.

Accessing the Portal

Users will need to enter their login credentials on the Enterprise sign in page in order to access JARVIS.

Enterprise A&A

Sign In Forgot Password Forgot Id

DHS-DDM-CWIS-JARVIS

Enter your Account Id and Password and press sign in to continue.

Account ID:

Password:

Sign In

Account Details

What is A&A?
Help
Report Issue to State Service Desk

Account ID - Enter your ID in format *firstname.lastname@iowaid*.

Password - Enter the same password you use to sign onto your computer on a daily basis unless directed otherwise.

To change account details, enter your login information and click on the “Account Details” button. Click “Forgot Password” to retrieve your password.

JARVIS CISR Module

Provider staff will use the CISR Module in JARVIS to add and view Family Connection Notes and Critical Incidents for children in placement.

Search

Staff will need to search for a child by using the Search tab.

1. Click on the CISR icon on the left menu bar.
2. Click on the “Search” tab.
3. Enter Name (and any known demographic information) or State ID in the search fields and click the “Search” button.

Search

Search by Name

First Name Last Name

First ID Date of Birth Financial County Select County

Search Close

Search by State ID

State ID Search

4. A pop-up window will display any search result matches.

Search Results

10 records per page

Search:

First Name	Middle Name	Last Name	Date of Birth	State ID	Financial County	
A		JOHNSON	07/30/2003		91	Select
I		JOHNSON	12/23/2002		57	Select
I		JOHNSON	03/11/1997		31	Select

5. Click the “Select” button next to the appropriate child from the results list. Once selected, the Placement List screen for the child will display.

Adding a New Child

If there is not a match on the search results, staff will need to add the child into the CISR Module.

1. Click “+ New Child” on the right corner of the Search header.

Search

Search by Name

First Name Last Name

First ID Date of Birth Financial County Select County

Search Close


Search by State ID

State ID Search

Information
Search yielded no results.

+ New Child

2. A pop-up window will display demographic information fields for the child. The Date of Birth, Financial County, and State ID are required fields. When the fields are complete, hit "Save."



A screenshot of a web application pop-up window titled "Add New Child". The window contains several input fields for child information: First Name (Pebbles), Middle Name (empty), Last Name (Flintstone), Date Of Birth (01/01/2011), Financial County (Polk), Facs ID (empty), State ID (000000A), SSN (000-00-0000), and Gender (Female). At the bottom right, there are "Save" and "Close" buttons.

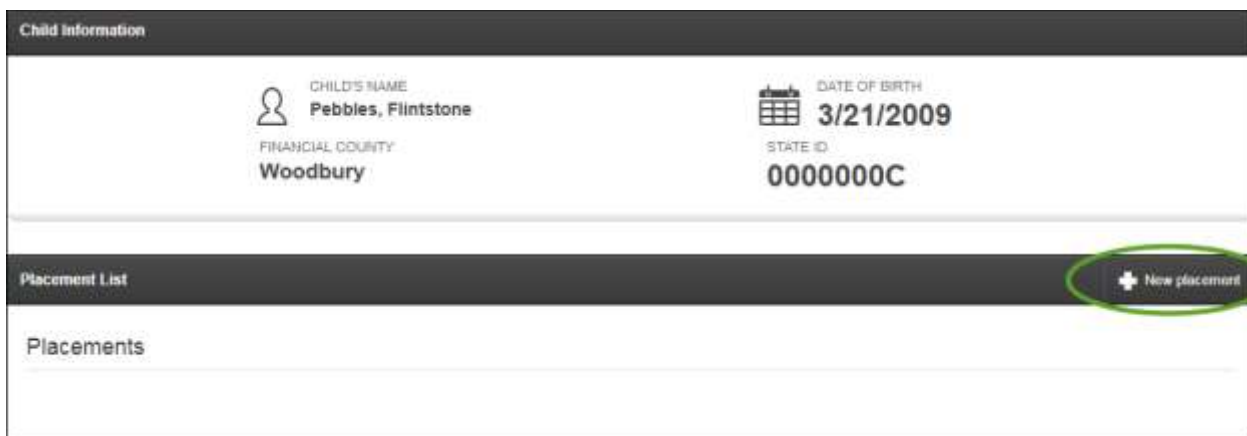
3. Once saved, the Placement List screen will display.

Placement List

Placement entries added on or after July 1, 2017 to the CISR Module will display in this section.

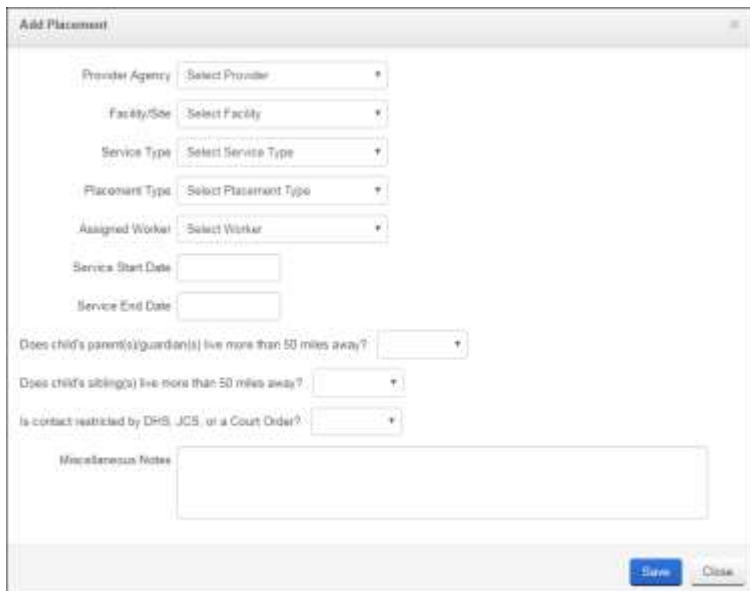
Adding a New Placement

1. Click the Add Placement button on the Placement List header.



A screenshot of the "Placement List" screen. The top section, "Child Information", displays details for a child named Pebbles, Flintstone, born 3/21/2009, in Woodbury, with State ID 0000000C. Below this is a dark header bar for the "Placement List" section, which contains a green circle around a "+ New placement" button. The main area below the header is labeled "Placements" and is currently empty.

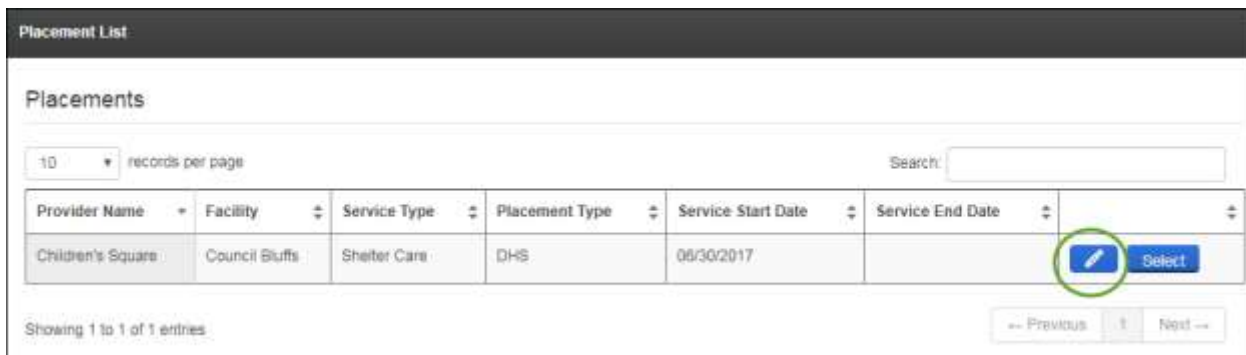
2. A pop-up window will display to enter placement information. Make all appropriate selections from the drop-down menus and enter miscellaneous notes if desired. Click “Save.”



The "Add Placement" window contains the following fields:

- Provider Agency: Select Provider
- Facility/Site: Select Facility
- Service Type: Select Service Type
- Placement Type: Select Placement Type
- Assigned Worker: Select Worker
- Service Start Date: [Text Field]
- Service End Date: [Text Field]
- Does child's parent(s)/guardian(s) live more than 50 miles away?: [Dropdown]
- Does child's sibling(s) live more than 50 miles away?: [Dropdown]
- Is contact restricted by DHS, JCS, or a Court Order?: [Dropdown]
- Miscellaneous Notes: [Text Area]
- Buttons: Save, Close

3. Following entry, the new placement entry will display on the Placement List.
4. To make any necessary modifications to the placement entry, click the blue paper and pencil icon.




Placement List

Placements

10 records per page

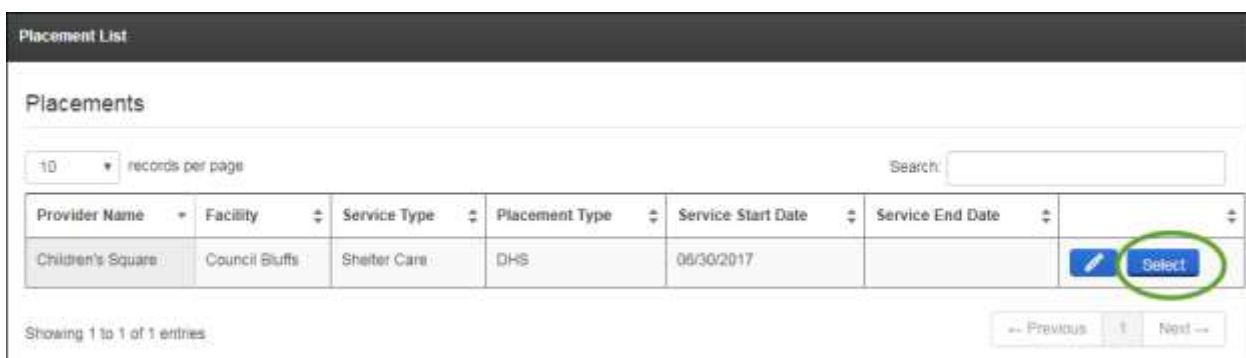
Search: [Text Field]

Provider Name	Facility	Service Type	Placement Type	Service Start Date	Service End Date	
Children's Square	Council Bluffs	Shelter Care	DHS	06/30/2017		 Select

Showing 1 to 1 of 1 entries

Previous 1 Next

5. Click “Select” next to the placement entry to view or add Family Connection Notes and Critical Incidents.




Placement List

Placements

10 records per page

Search: [Text Field]

Provider Name	Facility	Service Type	Placement Type	Service Start Date	Service End Date	
Children's Square	Council Bluffs	Shelter Care	DHS	06/30/2017		 Select

Showing 1 to 1 of 1 entries

Previous 1 Next

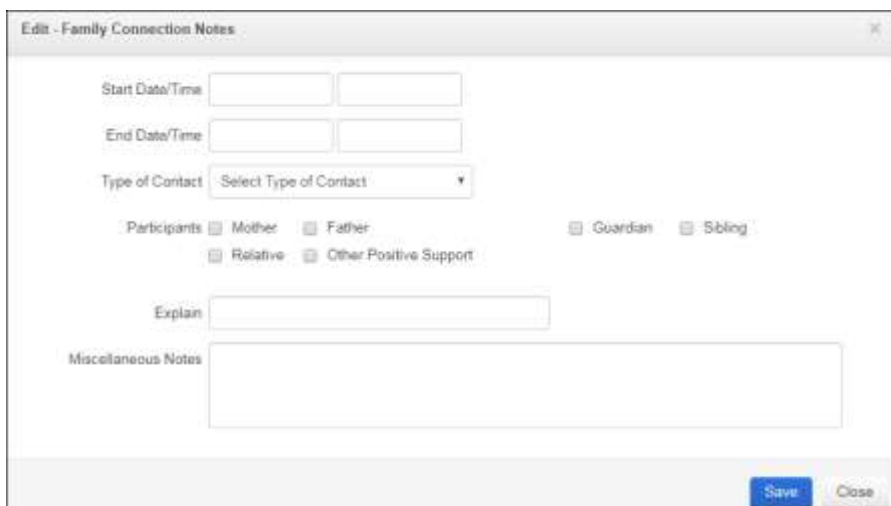
Family Connection Notes

1. Click on the “+ New Family Connection” button on the Family Connection Notes header.



The screenshot shows the top of the 'Family Connection Notes' interface. It includes a header bar with a 'Placement List' link and a '+ New Family Connection' button, which is circled in green. Below the header is a search bar and a table with columns for 'Start Date', 'End Date', and 'Type of Contact'.

2. A pop-up window will display to enter details regarding a Family Connection. When completed, hit “Save.”



The screenshot shows a pop-up window titled 'Edit - Family Connection Notes'. It contains several input fields: 'Start Date/Time', 'End Date/Time', and a dropdown menu for 'Type of Contact'. Below these are checkboxes for 'Participants' (Mother, Father, Guardian, Sibling, Relative, Other Positive Support). There are also text areas for 'Explain' and 'Miscellaneous Notes'. At the bottom right, there are 'Save' and 'Close' buttons.

3. Once saved, the entry will display on the Family Connection Notes list with the date and type of each contact. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.



The screenshot shows the 'Family Connection Notes' list. It features a table with columns for 'Start Date', 'End Date', and 'Type of Contact'. A row is visible with the date '06/20/2017' and the type 'Face to Face'. To the right of this row, a blue paper and pencil icon is circled in green, indicating the option to edit or view the note detail.

Critical Incidents

The Provider will utilize the CISR Module to document all critical incidents within 24 hours of occurrence. Any circumstances listed below require a Critical Incident to be documented:

- Serious illness, incident involving serious bodily injury, circumstances causing removal of the child from the facility, or death
- Injury to another child in care, contractor staff, or volunteer that requires treatment by medical personnel in or at a hospital, other medical clinic or urgent care provider, or a physician’s office
- Self-harm
- Damage to property
- A runaway or other absence without permission from contractor

- Police calls or other Law Enforcement involvement due to a child’s behavior or other actions
- Placement into Juvenile detention
- Use of physical restraint as defined by licensing regulations
- Use of control room as defined by licensing regulations
- Sexual conduct, either consensual or non-consensual, with a staff or peer
- Use of illegal substances
- Medication errors
- Dangerous contraband such as drugs or weapons.

Adding a Critical Incident

1. Click on the “+ New Critical Incident” button on the Critical Incidents header.

2. A pop-up window will display to enter details regarding the Critical Incident.
 - Enter the date/time of the incident and when it was reported to the assigned worker.
 - Select all applicable incident types from the available options (the user has the ability to select more than one type of incident).
 - Thoroughly document in narrative a description of the incident and the agency response in the corresponding field.
 - Once completed, hit “Save.”

3. The entry will display on the Critical Incident list with Incident Date and the Reported to Assigned Worker Date.



Incident Date	Reported To Assigned Worker Date	
06/28/2017	06/28/2017	

4. Click on the blue paper and pencil icon next to the entry on the Critical Incident list to view and/or modify the detail.

Critical Incident Notification

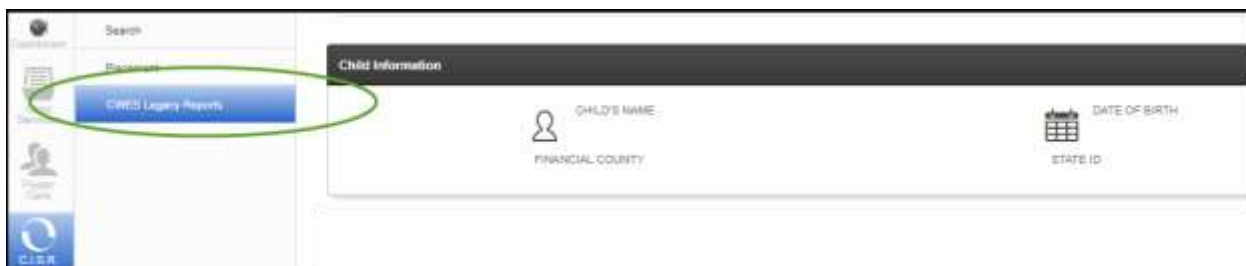
The assigned DHS or JCS worker will automatically receive an email notification from JARVIS if a critical incident has been entered for a child on their caseload. This does not replace the need for immediate telephonic notification for certain types of critical incidents:

CISR contractors must still notify the child's parent(s) or guardian and referral worker immediately of any serious illness, incident involving serious bodily injury, or circumstances causing removal of the child from the facility. In the event of the death of a child, a contractor shall immediately notify the child's parent(s) or guardian, the referral worker, the appropriate state authority, and the physician (if applicable). This information must be communicated in such a manner that the receipt of the information is assured; i.e., acknowledgement back from these parties is required. It is recommended that this information be communicated by telephone or in person, not via email or otherwise leaving a message.

CWES Legacy Reports

The screen will display a list of all Family Connection Notes and Critical Incident entered for the client in the Child Welfare Emergency Services/Group Care online application prior to July 1, 2017. Facility staff will only be able to view legacy data previously entered in CWES by their agency.

1. Once a client is selected from the search, click on the CWES Legacy Reports tab.











- A list of Family Connection Notes and Critical Incidents entered prior to July 1, 2017 will display.

Family Connection Notes

10 records per page

Search:

Provider Name	Facility Name	Placement Type Name	Type of Visit	Start Date	End Date	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	06/20/2014	06/20/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	07/01/2014	07/01/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/08/2014	07/08/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/19/2014	07/19/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/05/2014	08/05/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/04/2014	08/04/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/15/2014	08/15/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/29/2014	08/29/2014	






Showing 1 to 10 of 74 entries

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Critical Incidents

10 records per page

Search:

Provider Name	Facility Name	Incident Date	Incident Time	Level of Care	Incident Type	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	12:45 PM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	08:30 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	06:15 PM	Comprehensive Group Care	Use of physical restraints	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	

- Click on the blue paper and pencil icon to view details for a specific legacy entry. Note that legacy data is read-only and cannot be modified.

Edit - Family Connection Notes

Provider Name: Family Resources, Inc.

Facility Name: Victory House

Facility Type: Group

Placement Type: Juvenile Court Services

First Name: MATTHEW

Last Name:

Date of Birth: 11/29/20

Financial County: Polk

Type of Visits: Face to Face with Custodial Parent

Start Date: 10/02/2015

End Date: 10/04/2015

Relationship: Both Parents, Sibling

Close

Contact the DHS CWIS Help Desk (cwishelp@dhs.state.ia.us) if a provider user needs to be added or deleted, or if there are problems accessing the system.